

ANNUAL PERFORMANCE PROGRESS REPORT

PART I, MANAGING FOR RESULTS

Agency: Oregon Student Assistance Commission

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The following questions shed light on how well performance measures and performance data are leveraged within your agency for process improvement and results-based management.

1	How were staff and stakeholders involved in the development of the agency's performance measures?	OSAC's performance measures relating to operational goals were developed with Division Directors and their staff. Program goals were developed with OSAC's 7 community members serving as board members on the Student Assistance Commission.
2	How are performance measures used for management of the agency?	Operational measures are used to measure progress toward achieving higher levels of effectiveness and efficiencies in administering agency related programs. Program goals assist the Commissioners in measuring and communicating agency goals that relate to Oregon Benchmarks and in the development of the agency's budget.
3	What training has staff had in the use performance measurement?	Statewide sponsored training for staff assigned the responsibility of coordinating the agency's measures.
4	How does the agency communicate performance results and for what purpose? (Please include your agency's URL for Performance Measures and this Annual Report)	Performance measures are posted on the agency's website to inform interested parties as to how the agency is doing. The web address is: www.osac.state.or.us OSAC will also be sharing these measures at its public hearings during the budget development process, and seeking input from the public regarding the measures and the results.
5	What important changes have occurred in the past year?	As a result of balancing the state's budget this past biennium, the funding in the Oregon Opportunity Grant program was reduced. The Commission lowered the income threshold for students to qualify for the grant in order to serve the lowest of low-income Oregonians. Over 5,000 students lost their eligibility for an Oregon Opportunity Grant as a result of this action. The agency has experienced reductions in staff as a result of the state's budget condition as well as retirements of long-term, knowledgeable staff. During the budget balancing process, hiring of new staff was suspended. The cost of education for students attending Oregon colleges and universities has risen significantly. The number of low-income Oregonians attempting to access education beyond high school is increasing.

LINKS TO OREGON BENCHMARKS

Agency Name: **Student Assistance Commission, Oregon (OSAC)**

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Related Oregon Benchmarks (OBMs) or High-Level Outcomes (HLOs):

BM # 24 Percent of Oregon adults (25+) who have completed some college

BM # 25 Percent of Oregon adults (25+) who have postsecondary professional-technical credentials

BM # 26 Percent of Oregon adults (25+) who have completed: a. bachelor's degree; b. advanced degree

Mission: To assist Oregon students and their families in attaining a postsecondary education and to enhance the value, integrity and diversity of Oregon's college programs.

Agency Goal	OBM# HLO#	Key Performance Measure	PM #	PM Since	New or Mod.?	2000 Value	2005 Target	Lead Division or Unit (Optional)
Goal 1(a): Increase college attendance and completion in Oregon (by offering an Oregon Opportunity Grant to all eligible college students).	#24 #25 #26	Percentage of Eligible Students Who Are Awarded an Oregon Opportunity Grant	575-1	1999	Mod.	76%	100%	Grants and Scholarships
Goal 1(b): Increase college attendance and completion in Oregon (by increasing the grant dollars awarded per FTE student).	#24 #25 #26	College Grant Dollars Awarded Per FTE Student in Oregon (Oregon's placing in the NASSGAP National Rankings)	575-2	1999	Mod.	28 th	23 rd	Grants and Scholarships
Goal 1(c): Increase college attendance and completion in Oregon (by increasing the number of college scholarships funded by private sources).	#24 #25 #26	Number of Scholarships Awarded by Private Sources	575-3	1999	Mod.	2,828	3,026 (an increase of 7%)	Grants and Scholarships

Agency Goal	OBM# HLO#	Key Performance Measure	PM #	PM Since	New or Mod.?	2000 Value	2005 Target	Lead Division or Unit (Optional)
Goal 1(d): Increase college attendance and completion in Oregon (by increasing the availability of low-cost guaranteed student loans).	#24 #25 #26	Number of Student Loans Guaranteed	575-4	1999	Mod.	36,383	39,330 (an increase of 8.1%)	Guarantee Services and Default Prevention
Goal 2(a): Maintain the integrity of the student loan program (by preventing defaults among student borrowers).	#24 #25 #26	Percentage of Student Loan Defaults Prevented	575-5	1999	Mod.	93.1%	95%	Guarantee Services and Default Prevention
Goal 2(b): Maintain the integrity of the student loan (by collecting payments on defaulted student loans).	#24 #25 #26	Annual Dollars Collected from Average Receivables	575-6	1999	Mod.	\$12,326,686 (12.1% of total avg. receivables were collected during the 2000-01 fiscal year)	\$16,266,421 (an increase to 14.6% of average receivables)	Claims and Collections Division
Goal 3: Protect the value of a college degree (by regularly reviewing schools and programs that offer college degrees in Oregon and screening potential new programs).	#24 #25 #26	Time to Complete a Degree Program Review	575-7	1999	Mod.	4.4 months	4.4 months	Office of Degree Authorization

DATA SOURCES FOR EACH PERFORMANCE MEASURE
Oregon Student Assistance Commission (OSAC)

PM #	Key Performance Measure	Data Source
575-1	Percentage of Eligible Students Who Are Awarded an Oregon Opportunity Grant	Oregon Student Assistance Commission
575-2	College Grant Dollars Awarded Per FTE Student in Oregon (National Ranking)	National Association of State Student Grant and Aid Administrators
575-3	Percentage of Growth in the Number of Scholarships Awarded	Oregon Student Assistance Commission
575-4	Percentage Growth in the Number of Student Loans Guaranteed	National Student Loan Data System American Student Assistance, Inc U.S. Department of Education; Oregon Student Assistance Commission
575-5	Percentage of Student Loan Defaults Prevented	U.S. Department of Education Oregon Student Assistance Commission
575-6	Percentage Increase in Annual Dollars Collected from Average Receivables	U.S. Department of Education Oregon Student Assistance Commission
575-7	Time to Complete a Degree Program Review	Office of Degree Authorization

PERFORMANCE MEASURE DATA SUMMARY

Agency Name: Oregon Student Assistance Commission (OSAC)	
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Performance Measure Definition (numbered as shown below)	Data					Targets					
	1997	1998	1999	2000	2001	2000	2001	2002	2003	2004	2005
Agency 575-1: Percentage of Eligible Students Who Are Awarded an Oregon Opportunity Grant	98%	85%	83%	92%	76%	100%	100%	100%	100%	100%	100%
Agency 575-2: College Grant Dollars Awarded Per FTE Student in Oregon for State System Institutions, Community Colleges, and Non-Profit Independent Institutions (National Ranking)	23 rd	26 th	26 th	26 th	28 th	27 th	27 th	26 th	26 th	25 th	25 th
Agency 575-3: Percentage of Growth in the Number of Privately Funded Scholarships Awarded	38%	17%	11%	12%	15%	5%	5%	6%	6%	7%	7%
Agency 575-4: Percentage Growth in the Dollar Volume of New Student Loans Guaranteed	(4.5%)	0.4%	28.6%	24.1%	2.4%	6.0%	7.0%	8.0%	9.0%	10.0%	11.0%
Agency 575-5: Percentage of Student Loan Defaults Prevented	88.4%	86.9%	91.9%	93.6%	93.1%	92%	92.2%	92.4%	92.6%	92.8%	93%
Agency 575-6: Percentage of Annual Dollars Collected from Average Receivables	12.0%	13.342%	10.696%	13.824%	12.073%	11.5%	12%	12.5%	13%	13.5%	14%
Agency 575-7: Time to Complete a Degree Program Review	--	--	--	--	2.75 mo.	Modified PM, no target avail.	Modified PM, no target avail.	4.4 mo.	4.3 mo.	4.2 mo.	4.1 mo.

Performance Measures Review

FINAL

Agency: Oregon Student Assistance Commission

Date: January 30, 2003

Reviewer: Jeff Tryens

Approved: George Dunford

Mission: To assist Oregon students and their families in attaining a postsecondary education and to enhance the value, integrity, and diversity of Oregon's college programs.

Summary

The DAS Performance Measure Review Committee finds that performance measures for this agency meet all basic criteria that are required at this time as specified in the Performance Measure Guidelines. The commission lists seven performance measures in association with three goals, a mission statement and three Oregon Benchmarks Data and targets are provided for all performance measures.

Comments and recommendations specific to basic criteria

1. Gauge progress towards goals and pertinent benchmarks

The commission lists seven performance measures in association with three goals, a mission statement and three Oregon Benchmarks: BM # 24 Percent of Oregon adults (25+) who have completed some college; BM # 25 Percent of Oregon adults (25+) who have postsecondary professional-technical credentials; BM # 26 Percent of Oregon adults (25+) who have completed: a. bachelor's degree; b. advanced degree. The goals appear to cover the three essential functions of this agency – financial support, regulate entrants into the market and assure timely loan repayments. The measures all relate to the tasks that the agency is charged with carrying out.

2. A few key measures

Measures are relatively few in number, but articulate the agency's story. In the future the commission may want to develop a measure that addresses the results of its work relating to successful completion of programs by grant and scholarship recipients.

3. Conforms with standard concepts and definitions

The measures are primarily outputs. The measures conform to DAS approved concepts and definitions.

4. Targets

Targets appear ambitious but realistic.

5. Accurate and reliable data

The commission provides a well documented data sources form. All sources appear reliable.